

CHAPTER 1

II. VARIATION IN ORGANIZATIONAL CAPACITY BY SIZE OF POPULATION SERVED - 2003

Availability: 16% of agencies serving populations of 20,000 or fewer, and 23% of agencies that serve populations from 20,001 to 40,000 are open less than 40 hours each week, compared to only 7% of agencies that serve populations from 40,001 to 80,000. No agencies that serve populations greater than 80,000 are open less than 40 hours each week. (See Graph 1.1 and Data Table 1.1)

Satellite Locations: agencies serving populations of 20,000 or fewer are least likely to operate satellite facilities; 14% have satellite locations. Thirty percent (30%) of agencies serving population sizes from 20,001 to 40,000, and 53% of those that serve populations from 40,001 to 80,000 operate satellite locations. Forty-six percent (46%) of agencies that serve populations greater than 80,000 maintain satellite locations. (See Data Table 1.2)

Emergency Contact: 92% of agencies serving populations greater than 80,000 rely upon pagers for emergency contact of staff. Only 43% of agencies serving populations from 20,001 to 40,000 use pagers for this purpose. Cell phones are the most common means of after-hours contact regardless of agency size, and the percentage of agencies using them ranges from 82% of agencies serving populations of 20,000 or fewer to 100% of agencies serving populations over 80,000. (See Graph 1.3.1 and Data Table 1.3.1)

Public Health Business Off Site: the percentage of time that agency staff spends in the community, or otherwise working outside of agency offices varies by size of population served. Those that serve populations from 40,001 to 80,000 are most likely to work within their offices; 33% of them spend less than 25% of the time conducting business off site. Sixty percent (60%) of agencies that serve populations from 20,001 to 40,000 spend 25% to 49% working outside of their offices. Agencies that serve populations over 80,000 are most likely to work outside their premises; 31% of them conduct 50% to 74% of public health business off site. (See Graph 1.4 and Data Table 1.4)

Billing for Services: agencies serving populations greater than 80,000 are less likely than other agencies to bill a third party for services they provide. Ninety-two percent (92%) of them bill Medicaid compared to 100% of agencies serving populations from 40,001 to 80,000. Fifty-four percent (54%) of the largest agencies bill Medicare, compared to 89% of agencies serving populations of 20,000 or fewer, and 31% bill private insurance compared to 33% of agencies serving populations 40,001 to 80,000. All agencies serving populations from 40,001 to 80,000 charge their clients for services. Seventy percent (70%) of agencies serving populations of 20,000 or fewer as well as agencies serving populations between 20,001 and 40,000 do so. Seventy-seven percent (77%) of agencies serving populations over 80,000 charge clients for services. (See Graph 2.1 and Data Table 2.1)

Technology: agencies serving populations greater than 40,000 are more likely to use MOHSIS for communicable disease surveillance than agencies serving smaller populations.

Ninety-two percent (92%) of the largest agencies use the system, 93% of agencies serving populations from 40,001 to 80,000 use it, but only 73% of agencies serving populations from 20,001 to 40,000 are using MOHSIS. Ninety-two percent (92%) of agencies that serve populations greater than 80,000 have a web site compared to only 25% of those serving populations fewer than 20,000. (See Graph 3.1 thru 3.9 and Data Tables 3.1 thru 3.9)

Quality Improvement: 93% of agencies serving populations between 40,001 and 80,000 have staff designated to lead quality improvement efforts compared to 79% of agencies serving populations of 20,000 or fewer. Thirty-eight percent (38%) of agencies serving populations greater than 80,000 rate their capacity to utilize quality improvement principles and methods as “very good” compared to only 13% of agencies serving populations 40,001 to 80,000. (See Graph 4.2 and Data Table 4.2)

Strategic Planning: agencies serving populations of 20,000 or fewer, and those serving populations over 80,000 are more likely (over 90%) to have a strategic plan. However, only 48% of agencies serving populations of 20,000 or fewer have updated their plan in the last three years while 83% of those serving populations over 80,000 have done so. Twenty-five percent (25%) of agencies serving populations of 20,000 or fewer that have a strategic plan did not refer to or use their plan in the past year. (See Graphs 6.1 thru 6.1.2 and Data Tables 6.1 thru 6.1.2)